

## ABSTRACT OF THE DISCLOSURE

Systems and techniques are described for a computer program product that can provide an interaction center (IC) manager's graphical user interface on an interconnected display device. The graphical user interface includes an overview area displaying at least one user-selected statistic that relates to a user-selected group of interaction center agents being monitored and a detailed area displaying a list of each of the user-selected group of interaction center agents being monitored and further displaying for each of the listed agents at least one user-selected monitored statistic relating to the listed agents.

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